

Claims

1. A computerized system for the provisioning of multiple application services for a communications related service provider comprising:

an independent control module application on a server with a common interface and a plurality of provisioning interfaces;

a plurality of independent service applications each with a data store used for control of one said service applications; and

a common directory server;

wherein said common interface is used to modify or create common provisioning data stored in said common directory server; said provisioning interfaces are used to modify or create unique provisioning data stored in said common directory server; and said control module application generates or synchronizes the data stores of said service applications with said common and unique provisioning data in said directory server for control of said service applications.

2. The computerized system of claim 1 wherein said directory server organizes users by company name to allow said control module application to make changes to the services of all users of a particular company by making changes in the data of said particular company.

3. The computerized system of claim 1 wherein said common provisioning data comprises one username and password for each user of said service applications.

4. The computerized system of claim 3 wherein said common provisioning data includes a company name.

5. The computerized system of claim 3 wherein said common provisioning data includes user contact information.

6. The computerized system of claim 1 further comprising a work management system and an associated work management database wherein said control module communicates with said work management database to access and modify work order data to initiate and confirm completion of provisioning of said service applications.

7. The computerized system of claim 1 or 6 further comprising a business management system and an associated business management database wherein said control module communicates with said business management database to access and modify business data maintained by said business management system in said database.

8. The computerized system of claim 7 wherein said business data includes quotes for use of said service applications.

9. The computerized system of claim 8 wherein said business data further includes billing information for use of said service applications.

10. The computerized system of claim 9 wherein said business data further comprises company names, locations, and which of said services are available at said locations.

11. The computerized system of claim 7 further including a notification system wherein said control module communicates with said notification system to notify users of the provisioning of said service applications.

12. The computerized system of claim 11 wherein one of said service applications is an electronic mail service.

13. The computerized system of claim 11 wherein one of said service applications is a conferencing service.

14. The computerized system of claim 11 wherein one of said service applications is a video delivery service.

15. The computerized system of claim 11 wherein one of said service applications is a user portal service.

16. The computerized system of claim 11 wherein one of said service applications is a virtual private network service.

17. The computerized system of claim 11 wherein one of said service applications is an Internet dialup access service.

18. A computerized apparatus for the provisioning of multiple application services for a communications related service provider comprising:

a processor;

a computer-readable medium operatively coupled to the processor and storing instructions; and

a communications device operatively coupled to the processor,

wherein said instructions cause the processor to

(a) display a common interface and a plurality of provisioning interfaces;

(b) receive through said communications device provisioning data maintained in a common external directory server;

(c) transmit through said communications device provisioning data entered or modified with said common interface and provisioning interfaces in a protocol readable by said common external directory server; and

(d) transmit through said communications device provisioning data from said external directory server or said common interface or provisioning interfaces to a plurality of external data stores that are used for the control of a plurality of respective application services.

19. The computerized apparatus of claim 18 wherein said instructions further cause said processor to transmit through said communications device work management data to an external data store of a work management system based upon the provisioning data entered or modified with said provisioning interfaces.

20. The computerized apparatus of claim 18 wherein said instructions further cause said processor to transmit through said communications device business data to an external data store of a business management system based upon the provisioning data entered or modified with said provisioning interfaces.

21. The computerized apparatus of claim 18 wherein said instructions further cause said processor to control transmission through said communications device an email message based upon the provisioning data entered or modified with said provisioning interfaces.

22. The computerized apparatus of claim 18 wherein said provisioning data includes a common username and common password for access to said service applications by a user.

23. The computerized apparatus of claim 22 wherein said provisioning data further includes a company name.

24. The computerized system of claim 22 wherein one of said service applications is an electronic mail service.

25. The computerized system of claim 22 wherein one of said service applications is a conferencing service.

26. The computerized system of claim 22 wherein one of said service applications is a video delivery service.

27. The computerized system of claim 22 wherein one of said service applications is a user portal service.

28. The computerized system of claim 22 wherein one of said service applications is a virtual private network service.

29. The computerized system of claim 22 wherein one of said service applications is an Internet dialup access service.

30. A computer readable medium with executable instructions for the provisioning of multiple application services for a communications related service provider, said instructions comprising:

generating a common interface and a plurality of provisioning interfaces for provisioning data used for access to and control of a plurality of independent application services;

transmitting provisioning data from said common interface and said provisioning interfaces for storage in a directory server; and

transmitting provisioning data from said directory server to external data stores of said plurality of independent application services.

31. The computer readable medium with executable instructions of claim 30 with further instructions controlling:

transmitting device work management data to an external data store of a work management system based upon the provisioning data entered or modified with said provisioning interfaces.

32. The computer readable medium with executable instructions of claim 31 with further instructions controlling:

transmitting business data to an external data store of a business management system based upon the provisioning data entered or modified with said provisioning interfaces.

33. The computer readable medium with executable instructions of claim 32 with further instructions controlling:

transmitting through a communications device an email message based upon the provisioning data entered or modified with said provisioning interfaces.

34. The computerized apparatus of claim 33 wherein said provisioning data includes a common username and common password for access to said service applications by a user.

35. The computerized apparatus of claim 34 wherein said provisioning data further includes a company name.

36. The computerized system of claim 34 wherein one of said service applications is an electronic mail service.

37. The computerized system of claim 34 wherein one of said service applications is a conferencing service.

38. The computerized system of claim 34 wherein one of said service applications is a video delivery service.

39. The computerized system of claim 34 wherein one of said service applications is a user portal service.

40. The computerized system of claim 34 wherein one of said service applications is a virtual private network service.

41. The computerized system of claim 34 wherein one of said service applications is an Internet dialup access service.

42. A method for the provisioning of multiple application services for a communications related service provider comprising the steps of:

generating a common interface and a plurality of provisioning interfaces for provisioning data used for access to and control of a plurality of independent application services;

transmitting provisioning data from said common interface and said provisioning interfaces for storage in a directory server; and

transmitting provisioning data from said directory server to external data stores of said plurality of independent application services.

43. The method of claim 42 further comprising the step of:

transmitting work management data to an external data store of a work management system based upon the provisioning data entered or modified with said provisioning interfaces.

44. The method of claim 43 further comprising the step of:

transmitting business data to an external data store of a business management system based upon the provisioning data entered or modified with said provisioning interfaces.

45. The method of claim 44 further comprising the step of:

transmitting through a communications device an email message based upon the provisioning data entered or modified with said provisioning interfaces.

46. The method of claim 42 wherein said provisioning data includes a common username and common password for access to said service applications by a user.

47. The method of claim 43 wherein said provisioning data further includes a company name.

48. The method of claim 43 wherein one of said service applications is an electronic mail service.

49. The computerized system of claim 43 wherein one of said service applications is a conferencing service.

50. The computerized system of claim 43 wherein one of said service applications is a video delivery service.

51. The computerized system of claim 43 wherein one of said service applications is a user portal service.

52. The computerized system of claim 43 wherein one of said service applications is a virtual private network service.

53. The computerized system of claim 43 wherein one of said service applications is an Internet dialup access service.